

FINAL INSPECTION REPORT
Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: May 30, 2022	Name of Inspector: Pam Hand
Inspection Type: Routine Inspection	
Licensee: Eden House Care Facility Inc. / 5016 Wellington Road 29, Guelph, ON N1H 6H8 (the “Licensee”)	
Retirement Home: Eden House Care Facility / 5016 Wellington Road 29, Guelph, ON N1H 6H8 (the “home”)	
Licence Number: T0112	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the “RHA”).

NON-COMPLIANCE
<p>1. The Licensee failed to comply with O. Reg. 166/11, s. 56; Format and retention of records. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><u>56. (3)</u> The licensee shall ensure that each of the records is kept in a readable and useable format that allows a complete copy of the record to be readily produced.</p> <p><u>59. (1)</u> Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:</p> <p style="padding-left: 40px;">4. A response shall be made to the person who made the complaint, indicating,</p> <p style="padding-left: 80px;">i. what the licensee has done to resolve the complaint,</p> <p style="padding-left: 80px;">ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.</p> <p><u>59. (2)</u> The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <p style="padding-left: 40px;">(a) the nature of each verbal or written complaint;</p> <p style="padding-left: 40px;">(b) the date that the complaint was received;</p> <p style="padding-left: 40px;">(c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;</p> <p style="padding-left: 40px;">(d) the final resolution, if any, of the complaint;</p> <p style="padding-left: 40px;">(e) every date on which any response was provided to the complainant and a description of the response;</p> <p style="padding-left: 40px;">(f) any response made in turn by the complainant.</p>

Inspection Finding

The Inspector asked to see the complaints log and she was advised that during the past year there had been no complaints. While reviewing the communication log the inspector saw an entry on May 13, 2022, that should have been investigated as a complaint that was not. There was no written communication or documentation between the home and the resident or their SDM. The incident was not recorded as a complaint.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

- 2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Plan of care.
The Licensee failed to comply with O. Reg. 166/11, s. 43; Initial assessment of care needs.
The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.**

Specifically, the Licensee failed to comply with the following subsection(s):

62. (1) When a resident commences his or her residency in a retirement home, the licensee shall, within the prescribed times, ensure that the resident is assessed and that a plan of care is developed based on the assessment and in accordance with this section and the regulations.

43. (1) Subject to section 45, no later than two days after a resident commences residency in a retirement home, the licensee of the home shall ensure that an initial assessment of the resident’s immediate care needs is conducted.

44. (1) Subject to section 46, no later than 14 days after a resident commences residency in a retirement home, the licensee shall ensure that a full assessment of the resident’s care needs and preferences is conducted.

Inspection Finding

When the Inspector asked to see copies of plans of care for residents she was shown a checklist for care services. The Licensee was unable to produce a care plan for any of the residents. Some residents who were admitted from the hospital had initial assessments. The Licensee could not produce initial or final assessments for most of the 14 residents.

Outcome

The Licensee submitted a plan to achieve compliance by June 27, 2022. RHRA to confirm compliance by following up with the Licensee or by inspection.

- 3. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.**

Specifically, the Licensee failed to comply with the following subsection(s):

24. (5) The licensee shall,

- (a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to,
 - (i) the loss of essential services,
 - (ii) situations involving a missing resident,
 - (iii) medical emergencies,
 - (iv) violent outbursts;
- (b) at least once every two years, conduct a planned evacuation of the retirement home;

Inspection Finding

The inspector reviewed the licensee's records of testing for their emergency plans and found that the testing for situations involving the loss of essential services, missing resident, violent outburst, and medical emergency had not been completed in the past year. The Licensee failed to ensure that testing was done annually as required. The home could not provide documentation that there had been an evacuation of the home completed in the previous two years as required.

Outcome


The Licensee submitted a plan to achieve compliance by June 29, 2022. RHRA to confirm compliance by following up with the Licensee or by inspection.

NOTICE

The Final Inspection Report is being provided to the Licensee, the Registrar of the Retirement Homes Regulatory Authority (the "RHRA") and the home's Residents' Council, if any.

Section 55 of the RHA requires that the Final Inspection Report be posted in the home in a conspicuous and easily accessible location. In addition, the Licensee must ensure that copies of every Final Inspection Report from the previous two (2) years are made available in the Home, in an easily accessible location.

The Registrar's copy of the Final Inspection Report, as it appears here, will be included on the RHRA Retirement Home Database available online at <http://www.rhra.ca/en/retirement-home-database>.

Signature of Inspector 	Date July 20, 2022
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